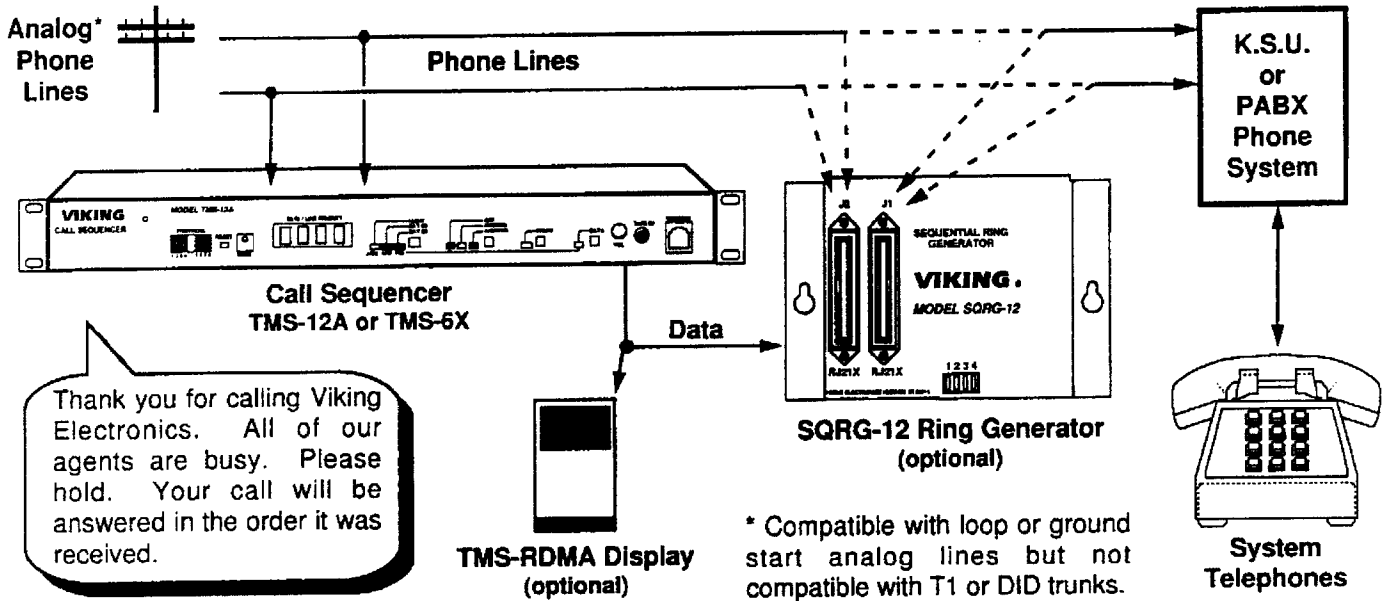


# Do I Need a Call Sequencer or an Auto Attendant?

**Call Sequencer:** A device which answers incoming calls in 3 to 5 rings when your staff is busy. The sequencer then holds the call and indicates which line number to answer next via a digital display or by ringing that line (using an SQRG-12 Ring Generator). Viking sequencers are compatible with virtually any phone system connected to analog\* phone lines because they install ahead of your phone system. They can handle 6, 12 or 24 lines.



**Auto Attendant:** A device that answers all incoming lines which are assigned to ring to it. The Auto Attendant acts like a receptionist and provides a short menu of selections callers can then self-direct themselves to Departments or specific extensions. The Auto Attendants are installed on **Analog Station ports after the telephone system** (check Viking's Compatibility Chart on page 7 in the 1996 catalog). Viking Auto Attendants can answer and transfer about four calls per minute for each port installed.

